

From: Janice Schacter
Subject: HAC Compatible phones
Date: October 24, 2006 2:33:46 PM EDT
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Harold-

I have discovered why there seems to be some confusion and inconsistencies as to whether the placards have the information on HAC cell phones. As can be seen by the scanned cards below:

1- The HAC ratings are not listed as a feature of the phone as are features such as e-mailing, camera. Why? Instead, the M3/T3 rating is so small and it is stuck in the right hand corner so that it looks like it is part of the legal fine print.

2- The phones are only special order. Why? This is not functional equivalence if the phones are only available special order and everyone else has the ability to walk out of the store with their phone.

3- None of the sales people, initially, knew which phones were HAC rated. My salesperson was Iesha. Only, "Phil" who was not pleasant was aware of the HAC ratings.

4- The HAC ratings are not listed in the T-Mobile's Service brochure.

How do we remedy these issues?

Sincerely,

Janice L. Schacter